

# Mobile Bay Dental & LOOK Baldwin Dental

## Section 1 Handbook Introduction

### 1:1 Welcome to Our Company

It's our pleasure to welcome you to Mobile Bay Dental and Vision, and LOOK Dental and Vision, LLC. We're an energetic and creative practice, dedicated to high standards of excellence and quality. We value each of our employees, and hope that you find your work here rewarding and satisfying.

This section is to introduce you to the company's history, purpose and goals. Please read it carefully so that you can better understand whom we are and what we do. We think we are a special place-made all the more so by the hard work and dedication of our employees.

### 1:2 Introduction to the Company

Dr. Lance C. Hankinson founded Mobile Bay Dental, LLC (MBD) in December of 2002 at Saint Joseph Street office building (Downtown Location). In the summer of 2014, MBD LLC expanded its practice & opened another company, including the vision center, & we became known as Mobile Bay Dental & Vision. MBDV continued to expand and it's second location in November 3, 2014. In November 2015 we sold our Downtown location to Dr. Michael Gamotis D.M.D. We then opened another location in November 2016 at The Shoppes At Bel Air, which has a storefront and kiosk. In September 2019 we opened our third location at The Wharf in Orange Beach utilizing the name LOOK Dental and Vision. June 2022, Mobile Bay Dental and LOOK Dental and Vision were sold to Dr. Greg Gast, and Dr. Christen Quattlebaum as sole owners, along with Dr. Jeffrey Williams owning half of LOOK Vision. Mobile Bay Vision is solely owned by Dr. Sierra Perry.

We serve most major insurances, including Medicaid, All Kids, and fee for service patients. As we stated earlier, we are actually two separate businesses consisting of an executive dental and vision office.

### 1:3 Mission Statement

"Your smile is our vision"

### 1:4 The purpose of This Handbook

We believe employees are happier and more productive if they know what they can expect from our Company and what our Company expects from them. In the preceding sections, we introduced you to our Company's history, values, culture and goals. We expect you to incorporate that information into your day-to-day job performance while serving our patients.

The remainder of this Handbook will familiarize you with the privileges, benefits and responsibilities of being an employee in our Company. Please understand that this Handbook can only highlight and summarize our Company's policies and practices. For more detailed information, you will have to talk to your supervisor or the president. In this Company, as general circumstances are constantly changing. As a result, we may have to revise rescind or supplement these policies from time to time. **Nothing in this Handbook is a contract or a promise. The policies can change at any time, for any reason, without warning or notice.** We are always looking for ways to improve communications with our employees. If you have suggestions for ways to improve this manual in particular, or ideas to improve employee relations in general, please feel free to share them with your supervisor.

### **1:5 Be Sure to Check Break Room and Your Personal Email**

You can find important information about our company in the employee break room. It is also the place where we post important information regarding your legal rights, including information about equal opportunity laws, wage and hour laws. We expect all employees to periodically read the information. Your personal email will be one of the official ways of communicating with employees; we only allow managers and company officials to send you this information.

#### **REQUEST TIME OFF:**

Mobile Bay can find the form to request time off on our online employee forms located at [www.mobilebaydental.com/employees](http://www.mobilebaydental.com/employees). LOOK employees can find online forms at [www.lookdental.com/employees](http://www.lookdental.com/employees). Your direct manager will let you know whether it was approved or not.

#### **MANDATORY EMPLOYEE MEETINGS:**

Occasionally, we will have mandatory employee meetings to update staff on changes within the company. If there is one scheduled you will receive an email from management letting you know about it as well as there may be a sign posted on the back door located in the break room. You will be compensated for the time you are present for the meeting. You are expected to attend unless approved by management. If you are absent you will be given a verbal write up.

## **Section 2**

# **The Employment Relationship**

## 2:1 Employment Is At Will

We are happy to welcome you to our company. We sincerely hope that your employment here will be a positive and rewarding experience. However, we cannot make any guarantees about your continued employment in our Company. Your employment here is at will. This means that you are free to quit at any time, for any reason, just as we are free to terminate your employment at any time, for any reason-- with or without notice, or without cause.

No employee or Company representative, other than the president has the authority to change the at-will employment relationship or to contract with any employee for different terms of employment. Furthermore, the president may change the at-will employment relationship only in a written contract, signed by the president and the employee. Nothing in this Handbook constitutes a contract or promise of continued employment. No verbal discussion may be construed as a promise for further employment or change in the at-will policy.

We have set up benefit practices and incentive programs that are subject to change with or without notice or agreement under the direct guide of the president. At times of great prosperity, the Company may increase, at its sole discretion, pay rates, benefits and at times of lesser prosperity remove these or decrease all of the stated above, at the discretion of the president. Understand clearly, the above statement and do not accept employment here if these terms are unacceptable to you. Also note that this Company may feel that an employee is doing a good job and may give the employee a raise or the company may wish to give the employee a pay reduction.

## Section 3

### Hiring

#### 3:1 Commitment to Equal Opportunity

This Company believes that all people are entitled to equal employment opportunity. We follow state and federal laws prohibiting discrimination in hiring and employment. We do not discriminate against employees or applicants in violation of those laws.

**Employee Referral Bonus Program:** If you refer a new employee (full time employee only) and they make it past their 90-day orientation period then you will receive a \$150.00 bonus on you next paycheck ☺ \*Family members are not included in referral bonus program\*  
(Revised 8/1/2022)

#### 3:2 Employment of Relatives

There are times when employing relatives is inappropriate and has the potential to affect the morale of other employees and to create conflicts of interest for the relatives

involved. Therefore, each instance will be reviewed case by case, and it must be approved by **BOTH** owners for family member employment. Under this policy, the term “relatives” encompasses husbands, wives, live-in partners, parents, children, siblings, in-laws, cousins, aunts and uncles. The policy covers biological relationships, marital relationships and step relationships. (Revised 8/1/2022)

### 3:2: Hygienist Fill-In

At times the company may be in need for a fill in hygienist. The company does have a set rate for fill in hygienist, and they will be required to fill out a W9 on their first day of filling in. Mobile Bay Dental prohibits our currently employed hygienist filling in at other dental offices on days they are regularly scheduled at Mobile Bay Dental. (Revised 8/1/2022)

## Section 4

### New Employee Information

#### 4:1 New Employees

Before your first day you will also be asked to complete new hire paperwork and forms relating to your employment, such as tax withholding forms, emergency contact forms and benefit paperwork. If you would like an extra copy of the Employee Handbook you can go online to:

- [www.mobilebaydental.com/employees](http://www.mobilebaydental.com/employees).
- [www.lookdental.com/employees](http://www.lookdental.com/employees).

#### 4:2 Orientation Period

The first 90 days of your employment are an orientation period. During this time your supervisor will work with you to help you learn how to do your job successfully and what the Company expects of you. This period also provides both you and the Company with an opportunity to decide whether you are suited for the position that you were hired. During the orientation period, your supervisor will give you feedback on your performance and will be available to answer any questions you might have. Employees are not eligible for benefits until they have successfully completed the orientation period. Although we hope that you will be successful here, the Company may terminate your employment at any time, either during the orientation period or afterwards, with or without cause and with or without notice. New hire employees are prohibited from calling in/ requesting off any days within their first 30 days. (Revised 8/1/2022)

Successful completion of your orientation period does not guarantee you a job for any period of time or in any way change the at-will employment relationship. (For an explanation of at-will employment, see section 2:1 of this Handbook.)

Your orientation period may extend if the Company decides that such an extension is appropriate. At the time of extension, the employee will be given reason for the extension and a set of goals that upon successful accomplishment will change the employee's status from orientation. If it is felt that at this time the extension is unjust then a letter to the president is necessary to contest the extension. At this time the president will determine whether or not to grant permanent status or terminate employment. After your initial 90-day evaluation you will then receive an evaluation every 6 months for your first two years, and then one eval per year. Please note that it is not guaranteed that you will receive a raise at each evaluation however you will be addressed on things you are doing great and also things that you could improve on. When the company budget allows for raises then they will be distributed accordingly.

#### **4:3 Proof of Work Eligibility**

Within 3 business days of your first day of work, you must complete Federal Form I-9 and show us documentation on proving your identity and your eligibility to work in the United States. This is a requirement of the federal government. If you have worked for this Company previously, you need only provide this information if it has been more than three years since you last completed an I-9 Form for us or if your current I-9 is no longer valid. Your supervisor will give you an I-9 Form and tell you what documentation you must present to us. Our company also uses E Verify to verify identity and eligibility to work in the United States. (Revised 8/1/2022)

#### **4:4 Child Support Reporting Requirements**

Federal and state laws require us to report basic information about new employees, including your name, address, and social security number, to a state agency called the State Directory of New Hires. The state collects this information to enforce child support orders. If the state determines that you owe child support, it will send us an order requiring us to withhold money from your paycheck to pay child support obligations.

## **Section 5**

### **Employee Classifications**

#### **5:1 Temporary Employees (Contract Labor)**

Periodically, it becomes necessary for us to hire individuals to perform a job or to work on a project that has limited duration. Typically, this happens in the event of a special project, special time of year, abnormal workload or emergency.

Individuals with whom we hire for such work are temporary employees. They are not eligible to participate in any of our Company benefit programs, nor can they earn or accrue any leave, such as vacation leave.

Of course, we will provide to temporary employees any and all benefits mandated by law.

Temporary employees cannot change from temporary status to any other employment status by such informal means as remaining in our employment for any long period of time or through oral promises made to them by co-workers, members of management or supervisors. The only way a temporary employee's status can change is through written notification signed by the president.

Like all employees who work for this Company, temporary employees work on an at-will basis. This means that both the temporary employee and the Company are free to terminate their employment at any time and for any reason that is not illegal--even if they have not completed the temporary project for which they have been hired.

**Note:** All Temporary employees must be accounted for on payroll properly and legally such that taxes are accounted for. This means that a temporary employee will either need taxes withheld or if they are contract labor they must receive a 1099 Form. This section may change to be consistent with new tax laws.

## **5:2 Part-Time and Full-Time Employees**

Depending on the number of hours per week you are regularly scheduled to work, you are either a part-time or full-time employee. It is necessary that you understand which of these classifications you fit into, because it will be important in determining whether you are entitled for benefits and paid leave. (See section 10 of this Handbook about who is entitled to benefits and leave.)

**Part-time Employees:** Employees who are regularly scheduled to work fewer than 32 hours per week are part-time employees.

**Full-time Employees:** Employees who have been hired as full-time employees and are regularly scheduled to work at least 32 hours per week are full-time employees.

## **5:3 Exempt and Non-Exempt Employees**

Your entitlement to work overtime pay depends on whether you are classified as an exempt or non-exempt employee. Exempt and non-exempt statuses are determined by the Labor Department Regulations.

Exempt employees are those who do not earn overtime because they are exempt from the overtime provisions of the federal Fair Labor Standards Act and the applicable state laws.

Non-exempt employees are those who meet the criteria for being covered by the overtime provisions of the federal Fair labor Standards Act and applicable state laws.

If you are uncertain about which category you fall into, speak to the payroll coordinator.

**Note:** As of May 5, 2005, all employees are considered non-exempt with the exception of employees that are in the ownership capacity and employees that are under written contract stating otherwise.

# **Section 6**

## **Hours**

## 6:1 Hours of Work

Our Company's hours are subject to change without notice as the need may arise. This may include evening and weekends.

Our current hours of business are:

*Semmes Location Dental: Monday-Thursday 8:00AM to 5:00PM, and Fridays 8:00AM to 2:00PM.*

*NOTE\*\* All employees are required to work a Saturday as scheduled. It is prohibited to call in, use a personal day, or PTO for a scheduled Saturday. If an employee calls in on their scheduled Saturday, they will be written up, and required to work the next two Saturdays following their originally scheduled Saturday. If a doctor's excuse is provided, the call in will be excused.*

*BEL AIR Location Dental: Monday and Wednesday 8am-5pm, Tuesday and Thursday 9am-5pm, Friday 8am-2pm*

*LOOK Baldwin Location: Monday – Thursday 8:00AM-5:00PM, and Friday 8:00AM to 4:00PM.*

**Note:** Before you clock in make sure you are ready to work! Make sure your hair and makeup are done, teeth are brushed, food is in the break room, purses are put away and cell phone is in the cell phone box.

It is understood that front desk employees are expected to be ready to work and clocked in between 20 to 30 minutes before the first patient is scheduled that day. All other employees such as assistants, hygienists, sterilization, and managers are required to clock in between 10 to 20 minutes before the first patient is scheduled. They may clean the office, bathrooms, stock rooms, setup rooms for future scheduled appointments. If rooms are available, take out the trash, clean breakroom, etc... If you cannot find a task during this time, please ask a manager on what tasks you may be completing. If an employee clocks in and is still getting ready for work or on their phone, this will result in disciplinary actions and the employee will not be paid for this time.

Depending on the schedule, a doctor or management may ask you to clock out early for lunch or at the end of the day. This may be asked of you in an operatory with a patient present (for example if there are multiple assistants clocked in who are not needed for the last patient of the day). You are expected to clock out immediately upon request without protest. Your transportation, lunch nor dinner plans will be taken into account when being asked to clock out. If the employee fails to clock out when asked, they will not be paid for the time after the doctor asks them to clock out and may receive disciplinary actions taken against them. (Revised 8/1/2022)

All employees are responsible for checking the time clock and making sure that their time

is correct, not their supervisor or payroll manager. If time is incorrect then the employee should notify their manager immediately so it can be corrected. If employee waits until they receive their paycheck to notify their manager of the mistake then there is a possibility that it will be too late to be corrected and the employee may not receive payment for it. *(Added 01/06/2017)*

## 6:2 Meal and Rest Breaks

Employees that are in need of a break may request of their supervisor that he/she needs a break and the supervisor has the authority to either grant or deny the break. A five-minute break will generally be granted every two hours. ***(YOU MUST CLOCK OUT FOR BREAKS!)*** At this time and this time only, an employee may take time to attend to personal matters. A break will not be granted in the event that the office needs the employee at the time they intend to take a break or the employee's work is not completed. No employee may utilize any of the office resources such as the telephone, fax, copier, etc. during their break. The phone lines are already burned with calls and patients may be trying to call and keep getting a busy signal.

In addition, all employees who work at least 8 hours in a day are entitled to take a meal break between 12:00PM to 1:00PM. Meal breaks are unpaid. However, employees who are required to work or remain at their stations during the meal break will be paid for that time. Again, note that if it is necessary for an employee to stay during the lunch hour, the employee must let their supervisor that they will not return before the 1:00 return time. Do not assume that coming back late is okay just because the employee gets a late start on lunch. Food is not allowed at your desk. When it is time for your break, you may take food to the break room to eat.

## 6:3 Overtime

On occasion, we may require employees to work beyond their regularly scheduled hours. Overtime will be approved on a case-by-case basis and must be approved by the doctors. *(Revised 8/1/2022)*

We will try to give employees advance notice when overtime work is necessary; however, it will not always be possible to notify workers in advance. The nature of this business makes overtime absolutely necessary as leaving during a patient's treatment may be dangerous to the patient.

Exempt employees will not be paid for working beyond their regular scheduled hours. Non-exempt employees are entitled to payment for overtime, according to the rules set forth below. (For information on which employees on which employees are exempt and non-exempt, see section 5:3 of this Handbook.)

- For purposes of calculating how many hours an employee has worked in a day or week, our work week begins on Friday and ends the following Thursday.



- Only time actually spent working counts as hours worked. PTO, holidays or any other paid time, which an employee did not actually work, will not count as hours worked toward overtime.
- Non-exempt employees will be paid 1½ times their regular hourly rate of pay for every hour worked in excess of the 40-hour workweek.
- The Company will pay employees a premium for working on certain posted holidays: Employees who agree to work on these days will receive 1½ time their regular hourly rate of pay in addition to their normal holiday pay.

Please let your supervisor know if you want to work overtime. Your supervisor will add your name to the overtime list. When overtime is available, it will be offered first to the employees that are most qualified for the overtime work needed and after that in the order in which their names appear on the list.

## **Section 7**

### **Pay Policies**

#### **7:1 Payday/Advance Policy**

Employees are paid every two weeks. You will receive your pay stub the Tuesday before payday via email. We use direct deposit **ONLY**, and funds are deposited the following Wednesday unless there is a bank holiday and then it is deposited on Thursday. If a payday falls on a holiday, you will receive your paycheck on the last workday immediately before payday.

Our Company does not allow employees to receive pay advances.

#### **7:2 Discussion of Pay**

It is against the rules of this Company to discuss your salary or wage rate with any other member of this Company either during working hours or after hours, either on company property or off company property. Any discussion or reference to another employee's pay rate will result in severe discipline. Do not use one person's wage scale in an attempt to increase your own.

#### **7:3 Payroll Deductions**

Your net pay reflects your total earnings for the pay period less any mandatory or voluntary deductions. Mandatory deductions are deductions that the Company is legally required to make.

Such deductions include federal income tax, Social Security tax (FICA) and any applicable state taxes to include State Unemployment tax, State Income tax and any other government required reductions that are mandatory for the Company to withhold. Voluntary deductions are deductions that the employee has authorized.

If you have any questions about your deductions, or you wish to change your federal withholding form (Form W-4), contact the payroll supervisor.

## 7:4 Wage Garnishments

A wage garnishment is an order from a court or a government agency directing us to withhold a certain amount of money from an employee's paycheck and send it to a person or agency. Wages can be garnished to pay child support, spousal support or alimony, tax debts, outstanding student loans or money owed as a result of a judgment in a civil lawsuit.

If a court or agency instructs us to garnish an employee's wages, the employee will be notified of the garnishment at once. Please note that we are legally required to comply with these orders. If you dispute or have concerns about the amount of garnishment, you must contact the court or agency that issued the order.

## 7:5 Expense Reimbursements

From time to time, employees may incur expenses on behalf of the Company at the request of the Company. The Company will reimburse you for the actual work-related expenses you incur, as long as those expenses are reasonable and pre-approved. You must follow these procedures to get reimbursed:

- Get prior permission for your supervisor before incurring an expense.
- Spend the Company's money wisely. Make an effort to save money and use approved vendors if possible. This policy will be scrutinized thoroughly.
- Keep a receipt or some sort of proof of payment for every expense.
- Submit your receipts, along with an expense report, to your supervisor for approval within 30 days of incurring an expense.

Your supervisor can assist you in deciding whether an expense is appropriate. This policy of approval from a supervisor must be taken seriously as it may cost an employee money and possibly the employee's job. (Know this.)

In the event that your supervisor believes a particular expense was not incurred wisely, not justified, deemed unnecessary or reported inaccurately then the employee may be disciplined. Any employee incurring an expense not approved by their direct supervisor or president in writing prior to the expenditure may not be reimbursed for said expense.

If at any time you need to be reimbursed for expenses, please complete our EMPLOYEE EXPENSE REIMBURSEMENT FORM located online @

- [www.mobilebaydental.com/employees](http://www.mobilebaydental.com/employees).
- [www.lookdental.com/employees](http://www.lookdental.com/employees).

## 7:6 Continuing Education

Hygienists, and Doctors must complete continuing education courses each year to maintain their license.

Once a hygienist has been employed for one full year, they will be reimbursed up to \$150/year for continuing education if the employee is required to physically be in class.

Employee will not be paid if class is an online requirement and required by state board. Doctors will pay for their own continuing education. (Revised 8/1/2022)

Continuing education is to be done on the employees OWN TIME and not during the scheduled work time of the office unless it is done during a vacation day.

## Section 8

### Employee Benefits

#### 8:1 Employee Benefit Plans

As part of our commitment to our employees and their well-being, the Company currently provides employees with a competitive benefits package. The benefits that the company provides are meant to help employees maintain a high quality of life--both professionally and personally. We sincerely hope that each employee will take full advantage of these benefits. If you do not understand information in the plan documents or if you have any questions about the benefits we offer, please talk to our benefits coordinator.

#### 8:2 Health Care Benefits

As with the policies in this Handbook, our health care coverage may change at any time. For the most up to date information about your health care benefits, refer to the plan documents or contact our benefit coordinator. It is important to note that because a Company of this size may have a difficulty from time to time to obtain adequate health care coverage and therefore an employee must inquire regularly about the status of the group policy. The Company reserves the right to change the health care coverage at any time and will give the employee at least one month in advance notice of this change of coverage.

The Company will provide a health care policy for employees that have completed their 90-day orientation period and meet the full-time employee requirements to join the group policy. An employee must work at least 32 hours to receive health care benefits.

The following list is the percentage that the Company will pay of the employee's health care by job classification for Major Medical (BCBS of AL), and Private Insurance (Philadelphia American Life) ONLY. The company will not pay any portion of Aflac Short Term Disability, or Life Insurance: \*Note if an employee has insurance coverage under their spouse, the company will not pay 50% of the personal insurance policy\* (Revised 8/1/2022)

- Handy Man and Janitorial: 0%
- Clerical and Dental Assistant: 0%
- All other employees: 0%
- Registered Dental Hygienist and Office Manager: 50% of personal insurance policy only.

#### 8:3 State Disability Insurance

Sometimes, an employee suffers an illness or injury outside of the workplace that prevents the employee from working and earning income. If this happens to you, the state disability insurance may provide you with a percentage of your salary while you are unable to work. All employees are eligible for this coverage and it can be paid through deductions from your paychecks. To find out more about state disability insurance, contact your local representative. **\*Note:** Disability insurance is not given as a benefit of the Company and the Company will not pay the employee for time lost from work or medical bills\*

## 8:4 Workers' Compensation Insurance

If you suffer from an illness or injury that is related to your work, you may be eligible for workers' compensation benefits. Injury reports will be made for each incident and kept on file for reference. The Company will maintain insurance coverage (Workman's Comp) for work related injury/injuries.

Need sticks, puncture wounds, cuts, facial splashing with contaminated fluids, and exposures to transmissible diseases will be managed as outlined in the office infection control manual. The Company following injury or exposure may require diagnostic tests and examinations.

Workers' compensation will pay for medical care and lost wages resulting from your job-related illnesses or injuries. If you are injured or become ill through work, please inform your supervisor immediately regardless of how minor the injury or illness might be. To find out more about workers' compensation coverage, contact your local representative.

## 8:6 Unemployment Insurance

If your employment with our Company ends, you may be eligible for unemployment benefits depending on the reason for termination. These benefits provide you with a percentage of your wages while you are unemployed and looking for work. To find out more, contact your local representative.

## 8:7 Employee In-Office Services [\(added 01/25/2017\)](#)

Once you have been an employee for 90-days or more, the following benefit of services are offered to you from Mobile Bay Dental and LOOK Dental. Below are the guidelines of the services as well:

- **You must have been employed with us for at least 90 days.**
- **Any doctor may perform treatment but it is expected that the company is paid for the full amount for services unless arranged with BOTH office manager and either Dr. Gast or Dr. Quattlebaum (no other dentists may approve employee discounts for treatment) of an ESTIMATED discounted fee.**
- **You must have *APPROVAL* from your direct manager before *ANY* services can be performed. Notes need to be made in MacPractice in your chart of the manager that gave you approval.**
- **Additional services or procedures not initially included in the treatment estimate are expected to be paid immediately after service has been completed (for example if a planned**

composite restoration requires endodontic therapy and a full coverage restoration during the course of treatment).

- Services must be done during or after normally scheduled hours, and **YOU MUST BE CLOCKED OUT.**
- Family members of employees are expected to pay **CASH** fees as any other patients for services. If you are assisting a dentist with family members it is expected that you ensure proper collection of fees, insurance information, consent, and medical history just like any other patient.
- The only *FREE* service that dental employee receives from the company is a cleaning *TWICE* a year.
- Outstanding fees that are unpaid for an employee's dental treatment will be taken from their following paycheck. (Revised 8/1/2022)

We understand that if many of you have worked for smaller dental/vision practices, it may have been common to receive services for free however, when you have a company that is the size of ours with the number of employees that we have we cannot offer those type of benefits to everyone.

## Section 9

### Use of Company Property

#### 9:1 Company Property

The Company has invested a great deal of money in the property and equipment that you use to perform your job. It is a senseless and avoidable drain on the Company's bottom line when people abuse the Company's property, misuse it or wear it out prematurely by using it for personal business. We ask all employees to take care of the Company's property and to report any problems to a supervisor. If a piece of equipment or property is not operating properly, is unsafe for use, becomes missing from proper location, becomes lost, or you assume it has been stolen please report it immediately to your direct manager.

Please use the Company's property in the manner that is intended for and as instructed. We do not allow personal use of Company property unless specifically authorized in this Handbook.

**Note:** Do not ever bring personal items and use them for work related tasks. For example, once you bring calendars (etc.) and write in them during the Company's time or work-related events; it will become the Company's. If we feel it necessary, you will be reimbursed.

#### 9:2 Return of Company Property

When your employment with this Company ends, we expect you to return Company property--and to return it clean and in good repair. This includes this Employee Handbook,

all manuals and guides, uniform jackets, office documents, any patient information including phone numbers, addresses, health info, etc., phones, computers, equipment, keys and tools. (Revised 8/1/2022)

If you do not return a piece of property, we will withhold from your final paycheck the cost of replacing that piece of property. If you return a piece of property in disrepair, we will withhold from your final paycheck the cost of repair. We also reserve the right to take any other lawful action necessary to recover or protect Company Property.

No Company property shall leave the building without approval of a supervisor. This includes pens, pencils, toothpaste, boards, empty boxes, files, documents etc... Understand that this may protect the employee from being mistakenly assumed to be stealing. Under no circumstances may documents from the Company be copied or removed from the premises. This will be construed as stealing and be dealt with swift discipline.

### **9:3 Telephone System**

The Company's telephone system is for business use only. This business relies heavily on incoming calls. Personal outgoing calls should be made on the employees' own phone and is limited to authorized breaks and lunchtime. No unauthorized long-distance calls should be made. Non-emergency incoming calls will result in a message taken and the employee may return the call during their authorized break or during their meal break. Even emergency calls should not be extensive. Please invest in a cell phone for personal use. We do not have enough lines for both personal and business use. Three documented violations will likely result in termination of employment. We understand that from time to time you may have to use the phone as emergency situations do occur.

All cell phones, and Apple watches are to be placed in the cell phone box located on top of the fridge in the break room. There are certain employees that are allowed their cell phone for business use only, you will be notified if you are that person. If someone needs to get in touch with an employee due to an emergency, they are welcome to call the office phone. Employees may also give their direct managers cell phone number to their child's care giver for emergencies. Cell phone violations could result but not limited to a write up and/or possible termination. (Revised 8/1/2022)

## **Section 10**

### **Leave and Time Off**

#### **10:1 PTO (Paid Time Off)**

Our Company recognizes that our employees need to take time off occasionally, to rest and relax, to enjoy a vacation or to attend to personal matters. That's why we offer a paid vacation program. Eligible employees accrue vacation time according to the following:

Once **one year** of employment is completed, an employee receives **one week (Hygienists receive two weeks)** PTO, after **two years** you will receive **two weeks** PTO, and after **four years** you will receive **three weeks** PTO.

Restrictions and schedule explained below.

- An employee is eligible for PTO if they average 32 hours per week for all quarters in the year without a break in their hiring status. Averaging less than 32 hours per week may result in the loss of PTO the following year. HOWEVER, if an employee is hired to work 3 or 4 days per week, their PTO will be based on the days they are scheduled to work. (Revised 1/31/24)
- PTO is for the use of pre requested days that are approved by a manager, or if an employee is sick and has provided a doctor's note.
- If an employee has no personal days or PTO to use, but their doctor excuse states the employee cannot return to work for X number of days, then the employee will be excused.
- PTO not used within one year **will not** be reimbursed on the employee's paycheck at the end of the year.
- PTO can be split in half, but not split up in lesser hours.
- PTO, unless prior authorization is given, will not accrue from year to year.
- The employee must place request for PTO by submitting the TIME OFF/VACATION request form located in section 1:5. This PTO may be approved or denied based on a need at that time. Generally, a request will be denied if another employee has already requested the same time.
- If an employee has a vacation planned, but has already exhausted all of their PTO and personal days, they will need permission from their direct supervisor to be off those additional days unpaid. Please plan accordingly when you are using PTO and personal days for unexcused absences and doctor visits. You may be asked to take a shorter vacation if you are out of PTO.
- If an employee needs to leave 3 hours or more before their scheduled shift ends, they will need to use PTO.
- As a general rule, no one is allowed time off the **1½ month** prior to school starting. We are extremely busy and every employee is needed.
- Employees immediately forfeit any accrued but unused PTO time or other paid time off as soon as they resign, submit a notice of an intent to resign, or are terminated. Further, as soon as a notice of an intent to resign (a 2 week or shorter or longer notice) is submitted by an employee, no additional paid time off will accrue or be available. (Revised 8/1/2022)

## 10:2 Personal Days/Absences

The company understands that occasionally circumstances happen that are out of our control. Once an employee has reached 30 days with the company working a minimum of 32 hours per week, they will also be granted with two additional personal days that are **unpaid**.

Restrictions and schedule explained below.

- Two unpaid personal days are eligible after your first 30 days of working 32 hours per week. Personal days, can be used as a mental health day, or if you are sick but do not have a doctor's excuse.
- Personal days will expire the same time PTO renews
- Personal days cannot be split up, the entire day must be used at once.
- The day before or after a paid, or non-paid holiday may NOT be used as a personal day (example: Memorial Day, Labor Day, Cinco De Mayo, Halloween, Superbowl, Fat Tuesday, Joe Cain, Ash Wednesday).
- Excessive missed days past the employees two unpaid personal days, may not allow the employee to fulfill their duties, and may put the company in a hard ship that can lead to grounds for termination if the company sees fit. **(Revised 8/1/2022)**

## 10:3 Holiday

Our Company does not operate on the following five days:

- New Year's Day (January 1<sup>st</sup>)
- 4th of July
- Thanksgiving Day (Thursday)
- Christmas Eve (December 24<sup>th</sup>)
- Christmas Day (December 25<sup>th</sup>)

**\*\*\*Please note\*\*\*** *The office at BEL AIR mall may be open on the above days depending on the schedule for the mall. We are required to be open anytime the mall is open to the public. If you work on any of the above paid holidays you will be paid for the time you worked as well as paid holiday pay. (added 01/06/2017)*

Employees are only eligible for paid holidays after their 90- day orientation. **Employees are only eligible for paid holidays after 90 days if they have worked at least 32 hours consecutively for 90 days.** Employees will only be paid holiday pay for the number of hours they are normally scheduled to work that day.

The last several years the employees and doctors have chosen to close on the Friday after Thanksgiving however this is not a paid holiday.

- If any of the above holidays fall on a day that an employee is **NOT** regularly scheduled to work (*i.e. weekend*) they will be granted one additional PTO day per holiday that falls on a weekend. If an employee has already put in PTO for that holiday, they will not receive additional PTO.
- If an employee puts in their two-week notice and within that notice is a holiday, that employee will not be paid for that holiday **(revised 12/1/2020)**



## 10:4 Tardy Policy

Employees are allowed to clock in no earlier than 15 minutes before their scheduled clock in time. Employees are considered late **1 minute** after their scheduled clock in time. The company is generous enough to allow us to be tardy up to (3) times within **ONE** month however, if you are more than (3) times tardy within that month then you will be written up. (Revised 8/1/2022)

You are important to the effective operation of this business. When you are not in attendance during your scheduled time, someone else must do your job or at the expense of doing his or her own job. The alternative and perhaps the end result will be to inconvenience a patient. If you are late for work or fail to appear without calling in as required by this policy or by other policies in this Handbook, you will face disciplinary action, up to and including termination.

Of course, things will sometimes happen that are out of your control that will prevent you from showing up to work on time. For example, weather, a sick child, or car trouble may delay you. If you are going to be more than 10 minutes late, inform your supervisor. If you know that you will not be able to comply with your work schedule, please give your supervisor notice as far in advance as possible.

## 10: 6 Family and Medical Leave

Because of our small size, our Company is not required to comply with the federal Family and Medical Leave Act (FMLA). However, we recognize that our employees may occasionally need to take unpaid time leave to care for a new child, or to care for a seriously ill family member or to handle an employee's own medical issues.

If you anticipate that you might need time off to deal with family medical issues, please talk to your supervisor. We can't guarantee that we'll grant every request, but we will consider every request on a case-by-case basis. Among other things, we may consider our staffing needs, your position at the Company, the reason why you need leave and how long you expect your leave to last. **MATERNITY LEAVE:** You may take your vacation time if approved by Manager for some of your maternity leave. You are only given 12 weeks for maternity leave, after 12 weeks the company cannot guarantee your position will be available when you are ready to return to work. If a paid holiday is during your time of absence you will not be paid holiday pay. (Revised 1/11/24)

## 10: 7 Jury Duty

If you are called for jury duty, you are entitled to take time off, as necessary, to fulfill your jury obligation. This leave will be paid minus any fees received from the court. No employee will face discipline or retaliation for jury service.

You must immediately inform your supervisor how long the trial is expected to last. If you are chosen to sit on a jury, you must inform your supervisor periodically during your jury service, so the Company knows when to expect you back at work.

## **10: 8 Funerals**

For the loss of immediate family members (spouse, parents, stepparents, sisters, brothers, children, stepchildren, grandparents, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild) an employee will be given unpaid time off for their loss to attend any funeral arrangements. However, time off for funerals outside of the immediate family will be granted as a case-by-case basis. Time off will depend on the number of staff we have on the day requested off, and if the company can continue to operate without inconsistencies. ([revised 9/22/21](#))

# **Section 11**

## **Performance**

### **11:1 Your Job Performance**

Each and every employee at our company contributes to the success or failure of our Company. If one employee allows his or her performance to slip, then all of us suffer. We expect everyone to perform at the highest level possible.

We will perform employee evaluation 90 days after date of hire and then every (6) month for full time employees. After two years employees will be evaluated once a year. All aspects of the handbook will be considered when evaluations are done.

Raises vary and are given at the sole discretion of management. This is no set amount per employee or for any certain position. Every evaluation does not require a raise in pay. ([Added 01/10/2017](#))

# **Section 12**

## **Workplace Behavior**

### **12:1 Act Professionally**

People who work together have an impact on each other's performance, productivity, and personal satisfaction in their jobs. In addition, how our employee's act towards patients and vendors will influence whether those relationships are successful for our Company.

Because your conduct affects many more people that just yourself, we expect you to act in a professional manner whenever you are on Company property, conducting Company business or representing the Company at business or social functions.

Although it is impossible to give an exhaustive list of everything that professional conduct means, it does at a minimum consists of following all of the rules in this Handbook and abstaining from the rude, insulting, offensive or outrageous behavior.

The following are examples of behaviors that are not allowed:

- Using racial language or racial attitudes.

- Negative humor, ridicule and hostile or offensive jokes.
- Not treating co-workers, customers and vendors with patience, respect and consideration.
- Not being courteous and helpful to others.
- Not communicating openly with supervisors, managers and coworkers.

The success of this Company depends in great part on the loyalty and good will of our patients. As a result, we expect our employees to behave in the following manner when interacting with patients, employees and vendors:

- Treat them with courtesy, respect, and consideration. Be sure to say hello and smile to every patient.
- Always be courteous, helpful and cheerful towards others.

Respect the confidential nature of our work. Do not discuss a patient or his/her treatment with another patient, or anyone outside this office.

Staff member grievances against the doctor/office manager will be discussed in private.

Staff member grievances against another staff member should first be discussed with that staff member in private. The doctor/office manager will be brought in if involved parties cannot resolve the problem themselves, or if the problem begins to affect the office function and or patient care.

Problems at home are to be left at home and are not to be discussed with patients.

Problems in the office are to be left at the office and are not to be discussed with others outside the office.

Do not discuss in a negative way other dental offices or dentists in the presence of patients.

A pleasant attitude and demeanor will be displayed in dealing with or while in the presence of the doctor, staff, and patients, etc.

Always be respectful to the patients and the guardians of the patients no matter what the circumstances.

**Guideline:** NEVER say anything to a child that you would not say in the presence of his/her parent.

## **12:3 Employee Appearance and Dress**

Our company purchases uniforms for new employees after their first 90 days of employment. The company will provide, two shirts, two pants, and one jacket for the front desk, and billing employees. One additional personal protection equipment jacket for the back-office personnel. The manager will get the sizes from the employees on their first day and we will get them ordered. Employees can wear their own scrubs or wear black pants, black shirt until their uniforms come in. (Revised 1/11/24) Employees must wear a uniform during work hours. We reserve the right to change our company uniforms at any time. The employee has the option to choose between two types of scrubs. Figs, and Healing Hands.

- The company will only reimburse employees for the Healing Hands brand. Employee will be fully out of pocket if they choose Fig's brand.
- Employees are expected to return one or both jackets they are given once employment has terminated.
- If jackets are not returned by their last pay check \$100 PER JACKET will be deducted from the employee's last check
- Employees can wear any scrub color they would like with any color tennis shoe they would like on **FRIDAY AND SATURDAY ONLY.**
- The PPE jackets are to be laundered and kept at the office at all times, and cannot be taken home as mandated by OSHA guidelines.

Current uniforms are as follows:

**Mobile Bay Dental and LOOK Dental:**

- Figs Catarina one pocket scrub top in black.
- Figs Livingston basic scrub pant in black.
- Healing Hands black jacket with MBD patch.
- Healing Hands black scrub top.
- Healing Hands black scrub pant.
- Solid black socks.
- Predominately black tennis shoes, white soles are allowed. Crocs are NOT allowed.

If you have a question regarding the uniform, please ask your supervisor.

**Hair:** Employees in the back office must have hair pulled back and placed in a ponytail, the sides must be pulled back so not to interfere with your vision or fall in the patients face. NO MESSY BUNS, AND NO BIG HAIR CLIPS; you will be asked to remove them (revised 4/26/23). You must be fully presentable before you clock in. Do not come to work with wet hair. If an employee continues to come to work with the previously listed above, they will be asked to go home as they are considered out of uniform.

**Nails:** Nails will be permitted if they extend 3mm or less from the TIP of the FINGER. However, shorter nails not extending past the tip of the finger may be required depending on your role at the company. Nails are typically allowed to be painted but this is subject to change.

**Jewelry:** NO NOSE RINGS for any employee in front or back office. Back-office employees can wear studded earrings only, two earrings per ear unless otherwise approved by doctors. No necklaces, no bracelets. Front and back office can wear one ring per hand if low profile. All rings must be removed if requested by doctor or office manager. Front office can wear two earrings per ear unless otherwise approved by doctors. All of which must be neat/clean and match the Company's uniform.

**Tattoos:** All visible tattoos must be covered.

This is part of your job performance and will be considered when raises are given.

**Note: Make sure that before you clock in your uniforms are either ironed or steamed, hair is neat and clean, and your makeup is on. Failure to do so will result in the following listed below:**

- On an employee's first offence, they will be sent home without pay and are to return with appropriate dress code in place.
- On an employee's second offence, they will be written up and sent home without pay. (Revised 8/1/2022)

## **12:4 Pranks and Practical Jokes**

Although we want our employees to enjoy their jobs and have fun working together, we cannot allow employees to play practical jokes or pranks on each other. At best these actions disrupt the workplace and dampen the morale of some; at worst they lead to complaints of discrimination, harassment or assault.

When our employees arrive at work, we expect them to be physically and mentally prepared to work through their day. Employees who sleep on the job dampen morale, productivity; deprive us of their work and companionship.

As a result, we do not allow any employees to sleep while at work. Employees who feel sick or unable to finish the day because of weariness should talk to their supervisor about taking off for the rest of the day.

## **12:5 Insubordination**

This workplace operates on a system of mutual respect between supervisors and employees. Supervisors must treat their employees with dignity and understanding, and employees must show due regard for their supervisors' authority. Somebody must have authority, and people will not always agree, therefore without question someone will always be unhappy and must succumb to the wishes of their superiors.

Insubordination occurs when employees unreasonably refuse to obey the orders or follow the instructions of their superiors. It also occurs when employees, through their actions or words, show disrespect toward their supervisors.

We understand, however, that there will be times when employees have valid reasons for refusing to follow the orders of their supervisor. Perhaps the employee fears for his/her safety or the safety of others, believes that following instructions will violate the law or pose some other problem for the Company. When issues like the ones described above arise, we do not expect an employee to blindly follow orders. Instead, we expect employees to explain the situation to their supervisor. If, after hearing the employees' side, the supervisor continues to insist that the same order or rule be carried out, the employee must obey or be terminated.

## **12:6 Write up/Suspension**

We reserve the right to alter the order of the listed disciplinary actions below. Suspension or termination may occur at any time depending on severity of infraction. Our general policy is to take disciplinary steps in the following order:

- *Oral warning(s)*
- *Written reprimand(s)*
- *Suspension without pay*
- *Termination*

Below is the discipline enforced for all policies within this handbook:

- Once an employee has received their 3<sup>rd</sup> write up within a year for any reason, they may be suspended one day without pay.
- Once an employee has received their 4<sup>th</sup> write up within a year for any reason, they may be suspended 3 days without pay.
- **Note:** If an employee gets two write ups in 6 months, they may not be eligible for a raise at their next evaluation. (Revised 8/1/2022)

In choosing the appropriate disciplinary action, we may consider any number of the following things:

- The seriousness of your conduct.
- Your history of misconduct.
- Your record of employment.
- Your length of employment with this company.
- The strength of evidence against you.
- Your ability to correct the conduct.
- Your attitude about the conduct.
- Actions we have taken for similar conduct by other employees.
- How your conduct affects this Company, it's patients and your coworkers.
- Any other circumstances related to the nature of misconduct, to your employment with this Company and to the effect of the misconduct on the business of this Company.

We will give those considerations whatever weight we deem appropriate. Depending on the circumstances, we may give some considerations more weight than other considerations--or no weight at all.

Some conduct may result in *immediate termination*. The following are some examples:

- Any insult to the Company or its employee's, especially made in the presence of patients.
- Any discussion of employees' pay rate including their own.
- Theft of Company property as small as a pencil.
- Any prescription drug violation. (Note section at the end.)
- Incorrectly clocking in/out.
- Clocking in/out for other employees.
- Insubordination to a doctor or supervisor.
- Abandoning a patient on nitrous or in a papoose.

- Treating a patient with disrespect.
- Leaving early without getting a supervisor's approval.
- Spreading gossip or rumors.
- Lying or embellishing truths.
- Arguing or fighting with patients, co-workers, supervisors or managers.
- Brandishing a weapon at work.
- Threatening the physical safety of patients, co-workers, supervisors or managers.
- Physically or verbally assaulting someone at work.
- Any illegal conduct at work.
- Using or possessing alcohol or illegal drugs at work.
- Working under the influence of alcohol or illegal drugs.
- Failing to carry out reasonable job assignments.
- Making false statements on a job application.
- Unlawful discrimination and harassment.
- Breaking HIPAA Laws
- Not following the rules, regulations, and policies of the Company.
- Texts, emails, or calls to employees, vendors, patients, etc. impersonating a manager or any other person with authority at our Company.

Of course, it is impossible to compile an exhaustive list of the types of conduct that will result in immediate termination. The ones listed above are merely examples.

You should remember that your continued employment is at the mutual consent of both you and the Company. This policy does not change this fact. This means that you or the Company can terminate our employment relationship at will, at any time, with or without cause, and with or without advance notice.

As a result, the Company reserves its right to terminate your employment at any time, for any lawful reason (or for no reason at all), including reasons not listed above. You can also have the right to end your employment at any time.

**Drug Related Offense:** Only designated people may call in prescription medications for the Doctors at our Company. The individual(s) may only call in this medication only after clearance has been obtained from the Doctor. These individuals must enter this prescription into the chart and get the Doctor's signature. Any individual using nitrous oxide illegally or caught with any illegal drugs will be terminated immediately.

## Section 13

### Health and Safety

#### 13:1 Health and Safety

Our Company takes employee safety very seriously. In order to provide a safe workplace for everyone, every employee must follow our safety rules listed below:

- Horseplay, roughhousing and other physical acts that may endanger employees or cause accidents are prohibited.

- Employees must follow their supervisors' safety instructions.
- Employees in certain positions may be required to wear protective equipment, such as safety glasses, earplugs, or masks. Your supervisor will let you know if your position requires protective gear.
- Employees in certain positions may be prohibited from wearing dangling jewelry/apparel or may be required to pull back or cover their hair for safety purposes. Your supervisor will tell you if you fall into these categories.
- All equipment and machinery must be used properly. This means that all guards, restraints and other safety devices must be used at all times. Do not use equipment for other than its intended purpose.
- All employees must immediately report any workplace condition that they believe to be unsafe to their supervisor. The Company will look into the matter promptly.
- All employees must immediately report any workplace accident or injury to the Doctor in charge.

### **13:2 Office Cleanliness**

Even though a cleaning service is used, it is the responsibility of the staff to ensure that the office is kept clean, neat and presentable at all times of the day. Do not wait for the cleaning service.

Wastebaskets that are up to  $\frac{3}{4}$  full should be emptied immediately. Patients should never see overflowing waste anywhere in the office. The front desk staff needs to make sure that the entry doors and areas, bathroom and lobbies are kept clean.

### **13:3 Workplace Security**

It is every employee's responsibility to help keep our work place secure from unauthorized intruders. Every employee must comply with these security precautions:

- Afterhours access to the workplace is limited to those employees who need to work late. If you are going to be working past our usual closing time please let your supervisor know.
- Employees are allowed to have an occasional visitor in the workplace, but workplace visits should be the exception rather than the rule. If you are anticipating a visitor, please let your supervisor know. When your visitor arrives, you will be notified.
- Do not leave your visitor unattended in the workplace. If you have a visitor, you must accompany your visitor at all times. This includes escorting your visitor from the entrance to our Building.

If you are the last to leave the workplace for the evening, you are responsible for doing all of the following:

- Shutting off all of the lights, locking all of the doors and clocking out.
- Some offices require a security alarm to be set before locking the doors.

If you have any questions about any of these responsibilities, please talk to your supervisor about them.



### **13:4 What to do in an Emergency**

In case of an emergency, such as a fire, earthquake or accident, your first priority should be your own safety. In the event of an emergency causing serious injuries, IMMEDIATELY DIAL 9-1-1 to alert police and rescue workers of the situation and get a Doctor if one is in the building.

The Company has an evacuation plan posted, please locate a copy and familiarize yourself with the proper evaluation from your normal work area. Please check with the safety coordinator if you have any questions.

The Company keeps emergency supplies on hand. First aid kits are located in the sterilization areas. Fire extinguishers can be found in the sterilization area, equipment room and by the bathrooms. We also keep a supply of flashlights in the Lab.

### **13:5 No Smoking**

For the health, comfort and safety of our employees and patients, smoking is not allowed on the premises.

## **Section 14**

### **Employee Privacy/Emails and Internet Use**

#### **14:1 Search Policy**

Employees do not have a right to privacy in their workspaces or in any other property belonging to the Company. The Company reserves the right to search Company property at any time, without warning, to ensure compliance with our policies concerning employee safety, workplace violence, harassment, theft, drug and alcohol use, possession of prohibited items, or for any reason the Company deems necessary at its sole decision. Company property includes, but is not limited to lockers, desks, file cabinets, storage areas and workspaces.

#### **14:2 Telephone Monitoring**

The Company reserves the right to monitor calls made from or received on Company telephones. Therefore, no employee should expect that conversations made on Company telephones will be private. The Company phone lines are for business use only. For personal calls, employees should use their personal cell phones during their breaks.

#### **14:3 Email**

The Company provides employees with computer equipment, including an Internet connection and access to an electronic communications system, to enable them to

perform their jobs successfully. This policy governs your use of the Company's email system.

The email system is to be used for official Company business only--not for personal reasons. Email messages sent using Company communications equipment are property of the Company. We reserve the right to access, monitor, read and/or copy email messages at any time, for any reason. You should not expect that any email message you send using Company equipment--including messages you consider be, or label as personal--will be private.

#### **14.:4 Internet Use**

The Company may provide you with computer equipment and capabilities, including Internet access, to help you perform your job. This policy governs your use of that equipment to access the Internet.

Our network and Internet access are for official Company business only. Employees may not access the Internet for personal use at any time and for any reason. The Internet has proven to be very dangerous due to viruses and has shut down our computer system in the past. Any violation by an employee or visitor of an employee will be subject to discipline. **INTERNET USE IS NOT PRIVATE.** We reserve the right to monitor employee use of the Internet at any time, to ensure compliance with this policy. You should not expect that your use of the Internet--including but not limited to the sites you visit, the amount of time you spend online and any communications you have--will be private.

## **Section 15**

### **Employee and Patient Records**

#### **15:1 Your Personnel File**

This Company maintains a personnel file on each employee. The purpose of this file is to allow us to make decisions and take actions that are important to you, including notifying your family in case of an emergency, calculating income tax deductions and withholdings and paying for your insurance coverage is applicable. We do not keep medical records or work eligibility forms in your personnel file. Those are kept separately.

#### **15:2 Confidentiality of Personnel Files**

Due to the information that is in your personnel file is by its nature personal, we keep the files as confidential as possible. We allow access to your file only on a need-to-know basis.

#### **15:3 Please Notify us if your Information Changes**

The Company uses the information in your personnel file to take actions on your behalf, it is important that the information in that file is accurate. Please notify your supervisor whenever any of the following information changes occur(s):

- Your legal name.
- Your mailing address.

- Your phone number.
- Your dependents.
- The number of dependents you are designating for your income tax withholding.
- Your marital status.
- The name and phone number of the individual whom we should notify in case of an emergency.
- Restrictions on your driver's license.
- Email Address

## 15:4 Patient Records

Patient information is to be used only for the treatment of the patient to whom the information belongs.

Any employee that gives out patient information or examines records for any reason other than how to give proper treatment of the patient is violating the patient's right to confidentiality and such behavior is a violation of HIPPA laws. Patient records are not to be removed from this office and are not to be copied except at a doctor's request. This behavior will not be tolerated. Employees are not, for any reason permissible to attempt in contacting a patient for any non-work-related purposes. Any individual that improperly discloses or uses the personal or medical information of a patient will be terminated immediately. (Revised 8/1/2022)

Radiographs and pertinent patient information may be sent to another office by referral if specialized treatment is needed for the patient.

A patient relocation to another dental office may have copies of his/her record sent to that company office only under the following conditions:

- The patient's account has a zero balance.
- The patient signs a medical release form.
- The doctor/office manager has been notified of the request and has approved it.

Requests made by an attorney's office either by telephone or mail for copies of a patient's record is not to be honored until the doctor first have been notified of the request.

In all cases, copies of requested radiographs and chart records would be provided, not the originals. Provide only the records specifically requested.

# Section 16

## Drugs and Alcohol

### 16:1 Policy Against Illegal Drugs and Alcohol

This Company is committed to providing a safe, comfortable and productive work environment for its employees. We also recognize that employees who abuse drugs or

alcohol at work--or who appear at work under the influence of illegal drugs or alcohol--harm themselves, the work environment and potentially others. This includes if an employee is hungover from the previous day or night as it can still impact their performance, and they may be immediately terminated, or sent home which will then use a personal day or PTO. Course of action will be decided by Dr. Quattlebaum and Dr. Gast.

The Drug-Free Workplace Act (DFWA) regulates substance abuse in the workplace at the federal level. Therefore, keeping in compliance with the DFWA, the company has set up a policy and procedures for conducting random drug testing of employees at any time.

As a result, we prohibit employees from doing the following which may lead to immediate termination:

- Appearing at work under the influence of illegal drugs or alcohol.
- Treating patients while under the influence of illegal drugs or alcohol.
- Treating a patient while under the influence of illegal drugs or alcohol (whether or not the employee).
- Possessing, buying, selling, or distributing illegal drugs and or alcohol on the worksite, or while conducting company business. (Whether or not the employee is actually on work premise at the time).

Illegal drug use includes more than just outlawed drugs such as marijuana, cocaine or heroin. It also includes the misuse of otherwise legal prescription and over-the-counter drugs. Specific prescription drugs if used incorrectly and/or correctly can alter your performance and judgement. If you have taken a prescription medication that you feel like is altering your judgement and performance, please talk to you direct supervisor. Prescription drugs include, but are not limited to: pain pills, anti-depressant/anxiety, seizure medication, anti-psychotic.

This policy also covers times when employees are driving Company vehicles or using Company equipment.

This policy does not prohibit employees from consuming alcohol while on conferences or trips associated with the business. However, employees may not consume alcohol to the point of intoxication while representing this Company. However, employees may not consume alcohol if they are going to drive while on Company time or in a Company vehicle. In addition, employees must always conduct themselves professionally and appropriately while on Company business or are representing the Company. (Revised 8/1/2022)

## Section 17

### Discrimination and Harassment

## **17:1 Our Commitment to Equal Employment Opportunity**

The Company is strongly committed to providing equal opportunity for all employees and all applicants for employment. For us, this is the only acceptable way to do business. All employment decisions at our Company--including those relating to hiring, promotion, transfers, benefits, compensation, placement, and termination--will be made without regard to race or sex.

Any employee or applicant who believes that he or she has been discriminated against in violation of this policy should immediately file a complaint with the president as explained in Section 19.

We encourage you to come forward if you have suffered or witnessed what you believe to be discrimination--we cannot solve the problem until you let us know about it. The Company will not retaliate nor will allow any sort of retaliation against any employee or applicant who files a complaint of discrimination, assists in an investigation of possible discrimination or files an administrative charge or lawsuit alleging discrimination.

Managers are required to report any potential discriminatory conduct or incidents, as described in our Complaint Policy.

Our Company will not tolerate discrimination against any employee or applicant. We will take immediate and appropriate disciplinary action against any employee who violates this policy.

## **17:2 Harassment /Violence is Prohibited**

It is our policy and our responsibility to provide our employees with a workplace free from violence and harassment. Harassment on the basis of race or sex undermines our workplace morale and our commitment to treat each other with dignity and respect. Accordingly, harassment will not be tolerated at our Company.

Harassment can take many forms, including but not limited to touching or other unwanted physical contact, posting offensive cartoons or pictures, using slurs or other derogatory terms, telling offensive or lewd jokes and stories and sending email messages with offensive content. Unwanted sexual advances, requests for sexual favors and sexually suggestive gestures, jokes, propositions, email messages or other communications all constitute harassment.

Violence includes physical altercations, coercion, pushing or shoving, horseplay, intimidation, stalking and threats of violence. Any comments about violence will be taken seriously. Please do not make offhand remarks about violence.

Verbal or physical fighting among employees is absolutely prohibited. Employees shall not engage in, provoke or encourage a fight. Those who violate this policy will be disciplined, up to and including termination.

If you experience or witness any form of harassment or violence within the workplace, immediately notify the Company by following the steps outlined in Section 19 of this Handbook. We encourage you to come forward with complaints--the sooner we learn

about the problem, the sooner we can take steps to resolve it. The Company will not retaliate, or allow retaliation, against anyone who complains of harassment, assists in a harassment investigation or files an administrative charge or lawsuit alleging harassment. All managers are required to immediately report any incidents of harassment, as set forth in our Complaint Policy.

Complaints will be investigated quickly.

### **18:3 Weapons**

**Weapons are not permitted:** Weapons include firearms, knives, brass knuckles, martial arts equipment, clubs, bats and explosives. If your work requires you to use an item that might qualify as a weapon, you must receive approval from the owners to bring that item to work. If it has been approved by owners, the weapon **MUST** be kept in a designated area in the office. \*Keep in mind children of employees are sometimes in the breakroom, and under no circumstances should a firearm be left in a purse or bag in the breakroom. (Revised 8/1/2022)

## **Section 18**

### **Complaint Policies**

#### **18:1 Complaint Procedures**

The Company is committed to providing a safe and productive work environment, free of threats to the health, safety, and well-being of our workers. These threats include, but are not limited to:

- Harassment.
- Discrimination.
- Violations of health rules and safety.
- Violence.

Any employee who witnesses or is subject to inappropriate conduct in the workplace shall immediately inform the president or other designated Company officer.

#### **18:2 Our Doors are Open to You**

We want to maintain a positive and pleasant environment for all of our employees. To help us meet this goal, the company has an open-door policy, by which employees are encouraged to report work related concerns.

If something about your job is bothering you, or if you have questions, concerns, ideas or a problem related to your work, please discuss it with your immediate supervisor as soon as possible. If for any reason you don't feel comfortable bringing the matter to your supervisor, feel free to raise the issue with any Company officer.

We encourage you to come forward and make your concerns known to the Company. We can't solve the problem if we don't know about it.

## Section 19

### Ending Employment

#### 19:1 Final Paychecks

Employees who quit or are terminated will receive their final paycheck on the day they would regularly get paid. Their pay will only cover the days that were actually worked. If you are terminated for misconduct, you are not allowed back on Company property. Contact the office manager to arrange the return of this handbook and all uniforms to receive your last paycheck.

#### 19:2 Severance Pay is Discretionary

Generally, the Company does not pay severance pay to terminated employees, whether they quit, are laid off or are fired for any reason. However, the Company reserves the right to pay severance to a terminated employee. Decisions about severance pay will be made on a case-by-case basis, and are entirely within the discretion of the Company. No employee has the right to severance pay and you should not expect to receive it.

#### 19:3 Resigning or Terminating Employment by the Employee

We expect an employee who terminates employment to give a **two-week** notice. Any employee who fails to provide such notice will be permanently barred from future employment with the Company. If you are terminated you are NOT allowed on company property unless permission is granted from office manager or the owners. Former employees who have quit, or resigned may be allowed on company property as a patient, and must report to the lobby so they can be treated as such; however, they are not allowed in breakroom or other employee areas. (Revised 8/1/2022)

#### 19:4 References

When prospective employers seeking information about former employees contact us, we will release the following data only:

- Position(s) the employee held.
- Dates of employment.
- Employee's salary or rate of pay.

If you would like us to give a more detailed reference, you will have to provide us with a written release, or consent form giving us permission to respond to a reference request. We will respond only to written reference requests and will respond only in writing. Please direct all reference requests to your supervisor.

## Section 20

### Patient Management

## 20:1 General

All efforts should be made to make each patient feel as comfortable and cared for as possible. ***A POSITIVE ATTITUDE IS ESSENTIAL!***

Positive language should always be used during conversations with patients. The following are some examples:

- Use positive language in dealing with patients, payments and appointments.
- A new patient's first exam will be scheduled with the doctor or hygienist in order to establish rapport, examine and chart patients, take records (radiographs, models, etc.)
- Determine initial treatment plan(s), and schedule their next appointment(s) accordingly.

## 20:2 Office is Running Behind Schedule

We understand that things can be stressful when running behind schedule, but remember the following when this situation may occur:

- Always be prompt and on time as possible in seating patients for scheduled appointments.
- If running late, call to advise the patient whenever possible so they can arrive a little later without the need for a long wait, or the patient can reschedule if necessary.
- Apologize to the patient if you are more than 10-15 minutes late in seating the patient.
- If a patient is angry or upset, ***NEVER ARGUE WITH THEM.*** Discuss the situation calmly with the patient in private, never in front of other patients, staff or waiting room.
- Give cooling off time, if necessary, before resuming discussion with patient.
- Always be pleasant and respectful.

## 20:3 Patient is Running Late

From time-to-time things happen that may cause a patient to be late. Try to remember the following when a patient calls saying that they are running late:

- If a patient is late for an appointment, evaluate the schedule and the amount of time required to accomplish it, as well as the rest of that day's schedule to determine whether to treat the patient or have them reschedule.
- Can part of the treatment or all of the treatment be provided in the remaining time of their appointment?
- Does the day's schedule (with possible minor changes) allow room to accommodate the patient?
- Make sure to take into account special concerns for patients that travel from out of town for appointments, etc.)
- If you must reschedule patients, explain the reason(s) to the patient.



- Every effort should be made to make patients feel comfortable and welcome, whether spoken to in person or over the phone.

## Section 21

### Chart Entries

#### 21:1 Chart Entries

A chart entry should be made every time a patient is seen in any type of way or if treatment is provided, a prescription is called in for the patient or if any related phone conversation including consultation comments from another doctor is made. Parents calling concerned with patients should be noted. Doctors discussing the patient's treatment should be made and each doctor's opinion noted and signed by the same doctor. Everything should have an entry and then placed in the area to be signed by the providing doctor. This insert should include the appropriate chief complaint, symptoms, diagnosis, treatment provided, prescriptions given, and what the patient is to return for on the next appointment.

- Every patient should be asked if they have emergency work to be done. It should be noted in the chart if the answers are negative.
- All entries should be dated the date that the entry is made. If the entry pertains to an earlier date, state this date in the chart entry.
- Entries concerning a patient should never be judgmental or disrespectful.
- Patients should understand proposed treatment procedures and be made aware of other possible treatment options. ***THIS INFORMATION NEEDS TO BE NOTED IN THE PATIENT'S CHART.***
- Possible complications of proposed treatment should be discussed and noted.
- Possible results of non-treatment should be discussed and noted.
- Length of appointments should be told to patients for awareness and to facilitate appointment scheduling.
- Always be friendly and polite to patients.
- Label radiographs completely.
- Make sure to have all appropriate consent forms filled out correctly and signed. if verbal consent is given, make sure to stated verbal consent and by whom.

## Section 22

### Collections and Financial Information

#### 22:1 General

Collections are a sensitive and vital area, as patients can be made feel uncomfortable or embarrassed. For this reason, copayments, insurance arrangements, etc. should be made at the front desk but not through the waiting room window. Bring the payee into the back

area immediately. Make sure our patients are comfortable to talk freely without the pressure or embarrassment. Any disputes in this area may be referred to the billing supervisor. This is an excellent choice as the employee may pass the burden to the supervisor.

The following are some things to keep in mind:

- Patients will be seen at the front desk prior to appointments in order to collect payments for all major work to be done that day. (For example: RCT, Prosthetics, full mouth extractions, etc.)
- Collections are not the job of the assistant/hygienist but the message may be relayed *DISCRETELY* from an assistant/hygienist to the doctor, front office personnel and the billing supervisor. Please help in this area everyone.

## 22:2 Insurance

When dealing with patients that have insurance, remember the following:

- Patients should pay their portion of the fee that they are responsible for at the time the treatment is provided.
- Claims will be filed for the patient at no charge.
- Pre-Treatment estimates should be filed for any amount over \$1000, if a patient is uncertain of his/her policy coverage or if periodontal treatment is needed.
- Patients with detailed questions concerning their insurance coverage should be referred to their insurance companies. Policies are the responsibility of the patient's and not the office. However, we should be as helpful as possible.
- Upon receipt of the pre-treatment estimate, the patient should be contacted and the necessary appointments made, unless financial consultation is needed prior to treatment.

## 22:3 Fee for Service

100% payment is expected at the time of treatment, unless other payment arrangements were made at eh financial consultation (2-3 payments made over the course of treatment, etc.)